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Substitute for form 1449A/PTO

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## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet 1 of 1

Application Number	09/688,694
Filing Date	October 17, 2000
First Named Inventor	C. LEFEBVRE et al.
Group Art Unit	2163
Examiner Name	Unassigned
Attorney Docket Number	47004.000062

### U.S. PATENT DOCUMENTS

Examiner Initials *	Cite No. <sup>1</sup>	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code <sup>2</sup> (if known)			
JS	U1	5,945,653		Walker et al.	08-31-1999	
JS	U2	5,974,399		Giuliani et al.	10-26-1999	
JS	U3	6,009,415		Shurling et al.	12-28-1999	

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### NON PATENT LITERATURE DOCUMENTS

Examiner Initials *	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
JS	P1	PCT-International Search Report dated 01-22-2001 for Application Serial No. PCT/US01/32144	

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Examiner Signature	Date Considered
<i>John Young</i>	6-1-03

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Sheet	1	of	1	Attorney Docket Number	47004.000062

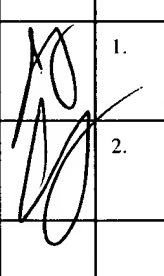
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## FOREIGN PATENT DOCUMENTS

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		Country Code:	Number - Kind Code (if known)				YES	NO
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			YES	NO
	1.	Salesforce Automation/Customer Relationship Management, Computer Telephony Specialist, 05/25/99		
	2.	Craig Stedman, Utilities, telcos seek marketing edge, Computer World, vol. 32, no. 16, pp. 20, 04/20/98		

EXAMINER SIGNATURE

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